

REMARKS/ARGUMENTS

Attached hereto is a marked up version of the changes made to the specification and claims by the current amendment. The attached page is captioned "Version With Markings to Show Changes Made."

The Examiner rejects Claims 1-66 under 35 U.S.C. §102(e) as being anticipated by Breneman et al. (U.S. Patent 5,974,135).

These rejections are rendered moot by the cancellation of Claims 1-66.

Applicant has added Claims 67-118. Applicant respectfully submits that the newly added claims are allowable for at least the reasons set forth below.

The present invention is directed to a call center in which voice communications, such as telephone calls, and associated data can be transferred directly between a workstation and a destination, particularly between workstations. The data is transferred by means of a data communications link established between the source and destination. The call itself is transferred from the workstation to the destination via a switch to an address preferably supplied by the destination.

Breneman et al. fails to teach or suggest at least the italicized language in the following newly added claims:

67. A method of transferring a telephone call and associated data, comprising:

receiving, on a workstation that is connected to a telephone call, a request to transfer the telephone call to a destination external to the workstation;

the workstation establishing a data communications link between the workstation and the destination;

the workstation transferring data associated with the telephone call to the destination via the communications link;

the workstation receiving from the destination a telephone address of the destination; and

requesting from the workstation that a switch external to the workstation transfer the telephone call to the telephone address of the destination.

84. A method of transferring a voice communication and associated data, comprising:

receiving, on a first workstation that is connected to a voice communication, a request to transfer the voice communication to a second workstation different from the first workstation;

the first workstation establishing a data communications link between the first workstation and the second workstation;

the first workstation directly transferring data associated with the voice communication to the second workstation via the communications link; and

requesting from the first workstation that a switch external to the first and second workstations transfer the voice communication to an address of the second workstation.

100. A method of transferring a voice communication and associated data, comprising:

providing a workstation, the workstation being connected to a voice communication, having in memory data associated with the voice communication, and being in receipt of a request to transfer the voice communication to a destination external to the workstation;

the workstation and destination establishing a data communications link between the workstation and the destination;

the destination receiving, from the workstation, the data associated with the voice communication via the communications link;

the destination sending to the workstation a telephone address of the destination; and

the telephone address at the destination being connected to the voice communication by a switch external to the workstation.

105. A call center, comprising:

at least first and second workstations;

a data communications link between the at least first and second workstations; and

a switch operable to connect a telephone call to the at least one of the first and second workstations, the at least first and second workstations being external to the switch;

wherein, when the first workstation is connected to a telephone call, the first workstation is operable to effect the transfer of the telephone call to the second

workstation by (a) transferring data associated with the telephone call from the first workstation to the second workstation via the communications link (b) requesting that the switch transfer the telephone call to a telephone address of the second workstation.

111. A call center agent workstation, comprising:
a telephone operable to receive a telephone call;
an agent interface operable to receive a request from an agent to transfer the telephone call to a destination external to the workstation; and
a flow connection module operable to (a) establish a data communications link between the workstation and the destination; (b) transfer data associated with the telephone call to the destination via the communications link; (c) receive from the destination a telephone address of the destination; and (d) request that a switch external to the workstation transfer the telephone call to the telephone address of the destination.

Breneman et al. is directed to a teleservices system, workstation configuration, and teleservices manager application that collectively provide for integrated concurrent interactions with various host computer systems, an automatic call management system, and Internet/Intranet servers. The system comprises an ACD and call management system, a customer database system, various host systems providing terminal emulation based access, and a hypermedia server. The system comprises a customer database 250 including customer data, such as customer name, account number, prior transactions, account balances, and other customer specific information.

The customer data is provided to the agent in a variety of ways. First when the ACD 220 receives a customer call, it uses automatic number identification to determine the phone number of the caller and provides the telephone number to a telephone server program 202 at the appropriate workstation 200. The telephone interface module 303 receives the telephone number from the services program 202. The teleservices workstation manager 201 then provides the telephone number to the search form 317, which automatically executes the search on the customer database

250. The retrieved customer data is provided to the patron server program 208 and displayed to the agent. (See col. 14, line 50 to col. 15, line 7.) Second when an agent is connected to a call that is not directly routed to the agent's teleservices workstation 200 as an incoming call (e.g., a transferred call, a conference call, or a direct dial call to a customer) by the ACD, the agent can actuate a Sync To Call button 409 which causes the currently connected telephone call to be treated as an incoming call. The steps under the first retrieval method are then performed automatically. (See col. 15, lines 19-38.) Finally, an agent can transfer a call to a target agent or conference a target agent into a call and somehow cause the customer data at the source agent's teleservices workstation manager 201 to be structured as a message and forwarded over the network to the target agent's teleservices workstation manager 201, where it is displayed to the target agent. (See col. 20, line 55 to col. 21, line 9.) Breneman et al., however, fails to teach *how* the data is forwarded as a message to the target agent by the source agent. Breneman et al. is clear that the telephone address of the target agent is received from the source or transferring agent and not from the target agent. (Id.)

The Examiner appears to be stating that col. 20, line 55 to col. 21, line 9, of Breneman inherently discloses the present invention. There, Breneman et al. states:

Fig. 17g shows the telephony control panel 427 in the Connected state 1516 as the agent is about to execute some function on the call. Clicking on the Line button 437 for the call causes the display of the function menu 447 with the functions of holding, transferring, releasing, or conferencing the customer call. The agent then selects from a property menu 501 to designate the target destination for the call. The property menu 501 is initialized as described above.

When a call is released by the agent, the call purpose form 321 is automatically displayed for the agent to select and record the call purpose codes applicable to the call.

When a call is transferred from a source agent to a target agent, or conferenced with a target agent, the customer data at the source agent's teleservices workstation manager 201 is structured into a message and forwarded over the

network, to the target agent's teleservices workstation manager 201, where it is displayed in the customer data display area 423 for the target agent. In this manner, the target agent does not have to re-perform the customer search on the customer's telephone number or other data. This eliminates the need for the target agent to repeat the search that was previously done, and again improves customer service.

Applicants disagree with the Examiner's position. Because Breneman fails to state *who or what* structures the customer data into a message, Breneman's characterization of the agent-to-agent transfer is synonymous with conventional techniques. As will be appreciated, a call transfer is normally handled collectively by a switch (such as ACD 220 of Breneman) that transfers the call and an adjunct computer (such as patron server program 208) which is notified by the switch of the call transfer and forwards automatically to the target agent workstation the customer data previously provided to the source agent workstation. This methodology has the benefits referred to by Breneman, namely, the target agent does not have to re-perform the customer search on the customer's telephone number or other data and the need for the target agent to repeat the search that was previously done is eliminated. Breneman's explanation is thus entirely consistent with this conventional call/data transfer methodology.

Accordingly, the newly added claims are allowable.

The dependent claims provide further reasons for allowance. For example, Claim 70 teaches that the (source) workstation requests a destination selector for the data address. (*See also* Claims 87, 104, 107 and 114.)

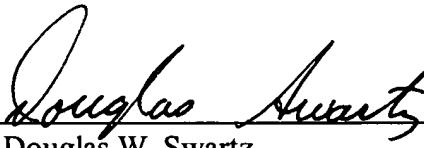
Based upon the foregoing, Applicants believe that all pending claims are in condition for allowance and such disposition is respectfully requested. In the event that a telephone conversation

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would further prosecution and/or expedite allowance, the Examiner is invited to contact the undersigned.

Respectfully submitted,

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